



## Course Catalog

January 1, 2020-December 31, 2020

# **PLEASE BE ADVISED**

*As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.*

*This catalog is updated every calendar year. Any revisions made during the calendar year will be published with attached amendments. This catalog will be made available to the public on HealthPro EMS Training's website. Upon request, this catalog will be distributed via e-mail to any prospective student.*

# Table of Contents

Introduction .....	1
General Philosophy & Mission .....	1
Program Staff and Faculty .....	2
Documentation of Program Eligibility .....	3
<b>Student Services</b> .....	4
Office Hours, Libraries, Required Text, .....	4
Notice Regarding Transfer of Credits, Placement Asst, Housing, VISA.....	5
Language Services, Distance Learning, Financial Aid .....	5
Students w/Disabilities, Record Keeping.....	6
Approval to Operate, Institutional Disposition, Cancellations and Refunds.....	7
Student Tuition Recovery Fund Disclosure.....	7
Student Tuition Recovery Fund.....	8
<b>Program Information</b> .....	9
General Course Description and Objectives .....	9
Breakdown of Program Cost and Commonly Associated Fees .....	9
Campus, Attendance.....	10
Grading Policies and Course Completion .....	12
Ride-Alongs/Clinical Observations.....	14
Frequently Asked Questions Regarding Ride-Alongs .....	14
<b>Ethics and Standard of Conduct</b> .....	15
Ethical Standards, Professional Behavior .....	15
Misconduct.....	16
Classroom Decorum.....	18
<b>Disciplinary Action</b> .....	19
Academic Probation, Disciplinary Probation, Termination from the Program .....	19
Appeal of Disciplinary Termination, Grievance Procedure.....	20
Condition for Re-Enrollment, Voluntary Withdrawal.....	20
<b>Exposure Control Policy</b> .....	21
Evaluation of Exposure Occurences and Follow-Up .....	23
Exposure/Injury Report Form .....	24
<b>Verification for NREMT and Issuance of Completion Certificates</b> .....	25
Initial Certification and Background Investigation .....	25
Recertification, Copies of Course Completion .....	26
<b>Frequently Asked Questions Regarding Criminal Background</b> .....	27
<b>Frequently Asked Questions Regarding the EMT Program</b> .....	29
Meet The HealthPro EMT Team.....	30
Murrieta Satellite .....	31
Policy Certification .....	32

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## **Introduction**

Welcome to HealthPro's EMT Training Program! This manual outlines various course policies for your reference. It will give you an overview of all course expectations, as well as the requirements for course completion and important contact information for all of HealthPro's instructors and administrative staff. You will be asked to sign a verification form indicating that you have read and understand these policies governing participation in the program.

## **General Philosophy & Mission**

The mission of HealthPro EMS Training is to provide educational services founded on excellence in patient care, with a dedication to developing highly skilled and educated pre-hospital care providers. The HealthPro team strives to maintain a program based upon high academic standards that cater to student needs by creating an environment that embraces inquiry and collaboration. We envision sharing our knowledge and expertise to better serve patients, their families, and the global community.

HealthPro makes every attempt to offer new opportunities for those wishing to begin their career in healthcare by way of pre-hospital treatment and care. Because our program will be the first experience many students have in regards to pre-hospital education, we emphasize the importance of a well-rounded learning approach. We not only focus on the fundamentals required to develop the knowledge and skills of a qualified provider, but also the values, attitude and behavior necessary to provide the very best of patient care.



## Program Staff and Faculty

### ***HealthPro EMT Training***

2900 Adams Street Ste. C5

Riverside, Ca 92504

Phone (951) 370-1617

info@hpemt.org

www.hpemt.org

### **ADMINISTRATIVE BOARD**

#### ***President & Owner***

Joan Battersby MSN, RN

#### ***Vice President & Owner***

Matthew Chelette MSE, EMT-P

#### ***Medical Director***

Gerald Battersby MD

#### ***Secretary***

Tracy Chelette MSE

#### ***Chief Information Officer (CIO)***

Michele Brown

### **FACULTY**

#### ***Program Director***

Matthew Chelette MSE, EMT-P

#### ***Clinical Coordinator***

Matthew Chelette MSE, EMT-P

#### ***Primary Instructors***

Matthew Chelette MSE, EMT-P

#### ***Assistant Instructors***

Joan Battersby RN, MSN

Erica Franco EMT

#### ***Coordinator of Students***

Ericka Franko EMT

#### ***Orange County Program Director***

Ros Brown RN, MICN, EMT

#### ***Office Manager, Riverside***

Tracy Chelette MSE, Admin Credential

# DOCUMENTATION OF PROGRAM ELIGIBILITY

## Prior to the Start of the Program:

- 1. Eligibility for EMT Training:** Students who successfully complete the course will be issued an Academic Course Completion Certificate. Those pursuing professional EMT certification must be a legal US Citizen and at least 18 years of age. You may need to meet additional requirements at the time of application for local certification.
- 2. Education:** The EMT Program is a challenging course. Submission of a High School Diploma and/or GED is required to enroll. HPEMT does not accept Ability-to-Benefit students at this time.
- 3. BLS Certification:** Provide a copy of your current Basic Life Support for Healthcare Providers CPR card from the American Heart Association (AHA). **No other card will be accepted by the certifying agency.** The card must remain current throughout the duration of the program.
- 4. Articulation:** HPEMT does not have an articulation agreement with other institutions and all students must meet the listed admission requirements.

## Prior to the Start of the Clinical Rotations:

- **Clinical Orientation:** Attendance at “Clinical Orientation” is MANDATORY.
- **Proof of successful passage of a basic physical examination conducted within six (6) months prior to the beginning of the course.** The report must be signed by a physician and specify that you have no physical limitations that would impede your participation in any phase of the program. The **original** document is required.
- 5. **Be currently receiving a minimum grade average of 80%.**
- 6. **Proof of the following immunizations / examinations:**
  - Hepatitis B vaccine/immunity: *Note-* If the Hepatitis B vaccine series has been started but not yet completed, proof that you have started the series must be provided. Documentation of HBV immunity (titer) is also acceptable.
    1. Tuberculosis: A negative TB test or chest x-ray within six (6) months prior to the beginning of the Clinical portion of the course.
    2. Measles/Mumps/Rubella (MMR): Vaccine or a positive titer is required.
    3. Varicella (Chicken Pox): Vaccine or positive titer is required.
    4. Seasonal Influenza: Vaccine required.

***Clinical observation hours completed without meeting these requirements or done at locations not authorized by our the EMT Program Director will not be accepted and may subject the student to disciplinary action up to and including termination from the program.***

# STUDENT SERVICES

## Office Hours

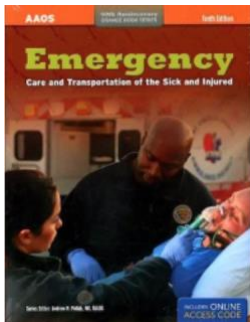
Administrative office hours are Monday-Friday, 10:00am-3:00pm. Administrative support and appointments for make-up exams can be scheduled during these hours. If you are unable to come in during our normal office hours, let us know. We may be able to coordinate an alternate meeting time. If you wish to meet with an individual instructor, contact him/her directly to schedule an appointment. It is the responsibility of the student to seek assistance in a timely manner.

## Libraries

Notification of the required text is made prior to a student's registration in the course. HealthPro does not house a library equipped with the books used in the course. For the purpose of instructional education, HealthPro has listed all required learning resources necessary to be successful for completion of our program. The following resources are mandatory for each student to have prior to the first day of didactic instruction:

## Required Textbook and Materials

Option 1-Emergency Care and Transportation of the Sick and Injured **Includes Navigate 2 Advantage Access**, Eleventh Edition **ISBN: 9781284106909** (*School discount available!*)



Option 2- Online Access only- includes eText: Navigate 2 Advantage Access Emergency Care and Transportation of the Sick and Injured, Eleventh Edition, ISBN: 9781284106916

**NOTE:** Students are expected to have the above textbook with them during class, either the physical book or the etext. Students can either obtain the book on their own, or purchase it through HealthPro. **Students will need computer/internet access outside of class for assignments and exams assigned through MyBradyLab. It is the responsibility of the student to ensure computer/internet access for any outside assignments, as HealthPro does not offer such services at this time. All assignments and due dates are outlined in the syllabus at the beginning of the course.**



## **Transfer of Credit from Another Institution**

HealthPro EMS Training has not entered into an articulation or transfer agreement with any other college or university. Therefore, HealthPro does not grant credit of prior experiential learning earned from another training institution and/or college or university. The EMT Program is an intense and challenging course. Any previous education in Health Science or Emergency Medicine will be beneficial to the student, however will not count as credit earned for this course. BLS Certification is the only credential that may be obtained from an outside source.

## **Notice Concerning Transferability of Credits and Credentials Earned at our Institution**

The transferability of credits you earn at HealthPro EMS Training is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the EMT Certificate you earn in HealthPro's EMT Training Program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending HealthPro EMS Training's EMT Program to determine if your certificate will transfer.

## **Placement Assistance**

Although the program may facilitate information about known vacancies, the program does not offer placement assistance nor is a guarantee for employment made.

## **Housing**

HealthPro EMS Training does not offer housing nor do we recommend any housing/dormitory facilities. We bear no responsibility to find or assist a student in finding housing. It is up to the prospective students to arrange their own housing while attending this EMT program. According to RentJungle.com, the average cost of a 1 bedroom apartment within a 10 mile radius of Riverside, CA is between \$750-1035/month.

## **VISA**

HealthPro EMS Training does not admit students that are not currently US citizens. It is not the responsibility of HealthPro to check the immigration status of our prospective students. A Department of Justice background check will be required for any EMT wishing to become licensed in various counties in the near future.

## **Language Services**

All instruction and audio/visual aids will be delivered in English. Proficiency in English will be documented by the submission of a High School Diploma and/or GED. **No language services are offered at this time.**

## **Distance Learning**

HealthPro EMS Training does not provide distance education at this time.

## **Financial Aid**

HealthPro EMS Training does not provide financial aid programs in any way. All costs that are associated with the enrollment into our program shall be between the student and their financial institution, if applicable. Title IV- HPEMT does not participate in Federal or State Financial Aid Programs.

If you obtain a loan to pay for an educational program, you have the responsibility to repay the full amount of the loan, plus interest. This is by and between the financial institution(s) from which you obtain the loan and has no relation or legal binding to HealthPro EMS Training. If you obtain a federal or state loan to pay for any portion of your tuition and fees and you default on your loan, both of the following may occur:

1. The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
2. The student may not be eligible for any other federal student financial aid at another institution or other government financial assistance until the loan is repaid.

## **Students with Disabilities**

HealthPro EMS Training may provide reasonable accommodations during a program to students with disabilities (including learning disabilities). Reasonable accommodations are defined as accommodations that do not fundamentally alter the program. All students are required to meet the program's enrollment requirements.

If you require special accommodations, you must submit a written request along with your program registration. Upon receipt, you will be contacted by HealthPro personnel to discuss your request and obtain your current disability evaluation.

For assistance with any questions concerning special accommodations, please contact us at (951) 370-1617 during normal business hours, or by e-mailing us at [info@hpemt.org](mailto:info@hpemt.org).

## **Record Keeping**

- HealthPro EMS Training shall maintain records of the name, address, e-mail address, and telephone number of each student who is enrolled in an educational program within this institution.
- Students and alumni should contact the Custodian of Records for copies of records or transcripts, fees may apply.
- HealthPro EMS Training shall maintain, for each student granted a certificate by this institution, permanent records of all of the following:
  - The EMT course completion certificate granted and the date on which that certificate was granted.
  - The courses and units on which the certificate was based.
  - The grades earned by the student in each of those courses.
  - NOTE: All student transcripts will be maintained indefinitely.
- HealthPro EMS Training shall maintain, for a period of not less than five years, at its principal place of business in this state, complete and accurate records of all of the following information:
  - The educational programs offered by this institution and the curriculum for each.
  - The names and addresses of the members of this institution's faculty and records of the educational qualifications of each member of the faculty.

- Any other records required to be maintained by this chapter, including, but not limited to, records maintained pursuant to Article 16.

## **Approval To Operate**

HealthPro EMS Training is a private institution and is approved to operate by the Bureau of Private Postsecondary Education and the Riverside Emergency Medical Services Agency. Approval to operate by the BPPE means that the institution meets the minimum standards contained in the California Private Postsecondary Act of 2009 and Division 7.5 of Title 5 of the California Code of Regulations. Successful completion of this program will allow the participant to apply for the EMT Exam and Certification at the local, state or national level. This institution and its programs are not accredited.

## **Institutional Disposition**

This institution has no pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, or has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec 1101 et seq.)

## **Cancellations and Refunds**

- Cancellations received through attendance at the first class session or the seventh day after enrollment, whichever is later, will be eligible to receive a refund, less a \$250.00 administrative fee. Please reference your enrollment agreement for the specific date at which you must withdraw to be eligible for a refund.
- Cancellations received after the above stated deadline will not be eligible for a refund.
- Cancellations received after the above stated deadline may apply funds toward a future HealthPro EMS course and will be subject to a \$250.00 administrative fee.
- Refunds may be credited back to the original credit card used for payment or a check may be issued.
- Refunds will be made less any book and supply charges for opened or used books or supplies.
- Any and all administrative fees are non-refundable.
- Students that wish to withdraw from the program must notify the program instructor by filling out a withdrawal form located in the HPEMT office and available online.
- A \$25.00 fee will be applied to your account for every week you are late on your payment under the payment plan contract.
- NOTE: The student is entitled to a pro rata refund of nonfederal student financial aid program monies paid for institutional charges to students who have completed 60 percent or less of the program. If the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

## **Student Tuition Recovery Fund Disclosure**

The Student Tuition Recovery Fund (STRF) was established by the legislature to protect any California residents who attends a private post-secondary institution from losing money if you prepaid tuition and suffered a financial loss as a result of the school closing, failing to live up to its enrollment agreement, or refusing to pay

a court judgment. To be eligible for STRF, you must be a “California resident” and reside in California at the time the enrollment agreement is signed or when you receive lessons at a California mailing address from an approved institution offering correspondence instruction. Students who are temporarily residing in California for the sole purpose of pursuing an education, specifically those who hold students visas, are not considered a “California resident”. To qualify for STRF reimbursement you must file a STRF application within one year of receiving notice from the Bureau that the school is closed. If you do not receive notice from the Bureau, you have four years from the date of closure to file a STRF application. If a judgment is obtained you must file a STRF application within two years of the final judgment. It is important that you keep copies of the enrollment agreement, financial aid papers, receipts or any other information that documents the monies paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Post-Secondary Education:

2535 Capitol Oaks Drive, Suite 400  
Sacramento, CA 95833  
Toll Free (888) 370-7589  
Fax (916) 263-1896  
[www.bppe.ca.gov](http://www.bppe.ca.gov)

## **Student Tuition Recovery Fund**

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

- You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all of part of your tuition either by cash, guaranteed student loans, or personal loans.
- Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if either of the following applies:
  - You are not a California resident, or are not enrolled in a residency program, or
  - Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.”

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid STRF assessment, and suffered an economic loss as a result of any of the following:

- The school closed before the course of instruction was completed.
- The school’s failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
- The school’s failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
- There was a material failure to comply with the Act or the Division within 30-days before the school closed or, if the material failure began earlier than 30-days prior to closure, the period determined by

the Bureau.

- An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

NOTICE: Effective January 1, 2015, the STRF assessment rate was changed to zero (\$0) per \$1,000

## Program Information

### General Course Description

The EMT Program includes all of the skills necessary to provide emergency medical care at a basic life support level in accordance with the National Standard Curriculum and the guidelines set forth by the State of California. This course is completely instructor based taught in HealthPro classrooms. This two part course is comprised of a combination of Didactic (Lecture)/Practical (Hands-on Skills) exercises and Clinical Observation (Ambulance Ride-along and/or Hospital Clinical Shifts). The course is a total of 192 hours, with 160 hours of Didactic and Practical Exercises, 24 hours Clinical Observation—with a minimum of 10 patient contacts, and an 8 hour final skills and written examination day.

Successful completion of this program requires completion of all course pre-requisites and requirements. Students must maintain an average of 80% on all exams and homework assignments, obtain a minimum score of 80% on the written final exam and have successful completion of all skills evaluations. Upon completion of the course and all of its requirements, students will receive an EMT Certificate.

### Objectives

Upon completion of this program, the participant will be able to:

1. Describe the essential elements for the safe and efficient response to the scene of a medical emergency.
2. Perform a thorough EMS patient assessment for signs and symptoms of illnesses and injuries.
3. Provide prompt and efficient basic emergency care to the sick and injured.
4. Safely handle and prepare the patient for transportation.
5. Describe the essential elements of safe and orderly transportation of the patient to the hospital and the transfer of patient care to the appropriate hospital staff.
6. Apply fundamental knowledge of the EMS system, safety and well-being of the EMT, and medical, legal, and ethical issues to the provision of emergency care.

### Breakdown of Program Cost and Commonly Associated Fees

**Non-Refundable Registration Fee = \$250** (*Due with application submission*)

**Tuition = \$645.00** (*Due by the beginning of the program*)

**Included in the tuition is the following:**

- Complimentary HealthPro Polo Shirt (Required for wear during all clinical rotations)

- Usage of any equipment, lab supplies or kits necessary during the course (i.e.- stethoscope, BP cuff, etc.)
- State-imposed assessment for the Student Tuition Recover Fund (STRF), whenever applicable. This fee is included in the tuition for those that are required to contribute (please see the Student Tuition Recovery Fund” section below for requirements). There is no deduction from the tuition for students not required to contribute to the STRF. This assessment is non-refundable. *Current assessment rate: Zero (\$0) per \$1,000.00*

**Not included in the tuition is the following:**

- Required access to Navigate 2 with eText (see Student Services for details approx. \$150-190)
- Any additional recommended resources (i.e.- Medical Dictionary, test prep materials)
- Any fees incurred in order to obtain the required background check (**Castle Branch approx. \$55**)
- Any fees incurred in order to obtain the required immunizations and/or CA DL-51 physical examination required prior to clinical rotations. It is the student’s responsibility to obtain the required immunizations and medical clearances. HealthPro does not offer any immunization or physical examination services. (Cost will vary depending on the medical provider with which the student chooses to obtain these services, as well as the insurance coverage the student maintains. No moneys will be paid to HealthPro in relation to this requirement. It is advised for students to assess how much these services will cost based on their medical provider of choice and personal insurance coverage prior to signing this enrollment agreement)
- Any examination, certification and/or background check fees required in order to become certified at the local, state and/or national level (NREMT Written Exam Fee= **\$80**; Riverside County Certification Application= **\$35**; Live Scan Fee= **\$15 – \$85**)

<u>TOTAL CHARGES FOR CURRENT PERIOD OF ATTENDANCE:</u>	<b>\$995.00</b>
<u>ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM:</u>	<b>\$995.00</b>
<u>TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT:</u>	<b>\$250.00</b> (Non-refundable)

**Campus**

The HPEMS Training Program is a classroom based course taught using lecture, PowerPoint presentation, video presentation and skills demonstration. All relative EMT equipment is provided for skills practice and testing. HealthPro teaches all classes at our training facility located at: 2900 Adams St. Riverside, CA 92504. At our training facility, we provide a modest reception and waiting area where prospective students can make inquiries, gather course information, and register for the program. Current students will use this area to sign-in and seek administrative assistance or guidance, as needed. HealthPro has two classrooms: a classroom for lectures and a room skills practice and a skills lab. These classrooms will be available during scheduled course times throughout the program. For student convenience, HealthPro has one restroom within the facility. HealthPro also has a small coffee area with the use of a microwave.

**Attendance**

Attendance during all phases of the program is extremely important because of the nature of the material. During the program, all lectures and skills are based on material from prior lectures and skills sessions. Without having a strong foundation in this prior material, it is extremely difficult to attain and master the new material

or skill. In addition, due to state requirements for EMT training, all EMT programs are required to consist of no less than 136 hours of instruction (including skills sessions) and 24 hours of supervised emergency room clinical or ambulance patient care experience. Therefore, attendance is mandatory, not optional. The following are the attendance requirements expected for students while in attendance of the program:

1. Students failing to sign the session attendance sheet will be recorded as absent, regardless if they attended the class. If a student signs for another student, they may be terminated from the EMT Program immediately.
2. Any absence requires advance notification to the Program Director, Program Coordinator and/or the Principal Instructor, in writing or by phone. Absences must only be in the event of severe medical illness, family emergency or comparable occurrence. Students who miss more than 16 cumulative hours of class will not be eligible for EMT course completion and may be dropped from the course. If a student is dropped due to attendance and wishes to attend a subsequent EMT program to make-up hours, prior approval must be obtained from the Program Director. Approval is considered on a case by case basis.
3. Students who have medical illnesses will be required to show proof from a California licensed physician of said illness.
4. It is the responsibility of the student to obtain the information from any session missed. This must be arranged through the Program Director or Principal Instructor. Additionally, the Program Director may require the student to perform additional assignments to cover information missed.
5. Students arriving more than one hour late to class will be considered absent. This will count as a missed session for the purposes of the attendance policy set forth in item number 2, listed above.
6. Students who sleep in class may be recorded as absent. If you are having trouble staying awake, you are encouraged to stand in the back of the classroom, without obstructing or interfering with other students or the course instruction.
7. If an exam is missed due to tardiness or absence, the exam grade will be a zero (0) and the student will still need to pass the exam in order to progress through the program. To make-up the missed exam, the student must schedule to take the exam during office hours within 1 week of the original exam date.
8. Leave-of-Absence Policy: Any student who is absent for more than 2 (4hr) class sessions without contacting HPEMS will be dropped from the class. Any student who is absent or will be absent for more than 2 class sessions, has the right to request a leave-of-absence if prior notice is given to HealthPro. All requests must be made in writing, and are not guaranteed approval. HPEMS will take into consideration extenuating circumstances when deciding whether or not to approve the request. There are no particular life events or qualifications for eligibility of being granted a leave-of-absence. Leave-of-absences will be granted at the total discretion of HPEMS. If placed on a leave-of-absence, the student will have the option to enroll in the next course available.
9. All students must be 18 years of age prior to taking the midterm exam.

## Grading Policies and Course Completion

Successful completion of the EMT Program will be contingent upon completion of the following:

- The student successfully passes the final written examination with a minimum score of 80%.
- The student adheres to the attendance policy, completes and submits all course assignments.
- The student successfully passes all final practical skill evaluation stations.
- The student successfully completes a minimum of 24hrs clinical observation time, with 10 documented patient contacts.
- **The student completes all pending course requirements within 30 days from the last day of the didactic/Practical phases of the program.**

Additionally, students must also complete the following Pass/Fail (P/F) items:

- P/F Course Participation (attendance)
- P/F All Practical (Skills) Exams
- P/F Attendance at mandatory Clinical Orientation Day
- P/F Clinical Observation (minimum 24 hours & 10 patient contacts)

***The grading scale is as follows:***

98-100%	A+	
94-97%	A	
90-93%	A-	
87-89%	B+	
83-86%	B	
80-82%	B-	<b>Minimum Passing Grade</b>
77-79%	C+	
75-76%	C	
70-74%	C-	
60-69%	D	
Below 60%	F	

**NOTE: A minimum score of 80% is required to complete the program and be recommended for certification.**

***The breakdown for grading in the Program is as follows:***

			<b>% of Grade</b>
Assignments	(# of assignments varies by program, see syllabus)		20%
Quizzes	(# of quizzes varies by program, see syllabus)		20%
Exams	(# of exams varies by program, see syllabus)		20%
Final Exam	1	each worth 300 points	30%
Skills Exam	1	each worth 100 points	10%
<b>TOTAL</b>			<b>100%</b>



- **Assignments (20% total grade)**
  - Assignments are mandatory. In order to take the written final, these assignments must be completed with an overall average of 80%. Students are required to log into MY BRADY LAB, read each chapter, and complete all assigned chapter homework by Sunday at midnight. Please refer to your class syllabus for the due dates of these assignments.
- **Quizzes (20% total grade)**
  - Quizzes will be given on a regularly scheduled basis. Quizzes are brief and will test on material covered in a certain chapter or series of chapters. All students must maintain an **overall average of 80%** on these quizzes. If a quiz is missed for whatever reason, it is up to the instructor when, and if, a quiz can be made-up.
- **Exams (20% total grade)**
  - There will be 4 exams given throughout the course. Tests must be completed on MY BRADY LAB prior to the assigned deadline. Please refer to your class syllabus for the due dates for these assignments. All students must maintain an **overall average of 80%** on these exams. One retest will be allowed for up to three separate exams. Retakes are only allowed for exams in which the original score was below an 80%. All exam retakes must be scheduled during administrative hours. If an EMERGENCY should arise where you cannot take the exam at the scheduled time, there will be an automatic 10% reduction assigned to the test grade.
- **Final Written Exam (30% total grade)**
  - The final exam will be given at the end of the Program and include all subject areas from the entire program. The exam will be multiple-choice and the minimum passing score is an **80%**. One retake is available for the final written examination. Failure of the final written examination for the second time will result in termination from the course. Once a student has taken the final exam(s), other exams cannot be retaken or made-up.
- **Final Skills Exam (10% total grade)**
  - Students must pass all Final Practical Skills Stations. A total of 3 attempts are allowed on practical exams. Only one attempt per student is allowed within 24 hours. All retakes must be scheduled at the convenience of the instructor. Failure to pass final practical skills stations on the second re-take will be grounds for termination.
- **Extra Credit**
  - Extra Credit is offered as an opportunity to raise your course grade. These are optional assignments but highly recommended. **Once the final exam has been passed with a minimum score of 80%, each assignment completed will add points to total course score. These must be completed prior to the last day of the class.**

*Please note the following concerns regarding testing and exams:*

- **NO ELECTRONIC DEVICES ARE ALLOWED DURING TESTING.** Any student caught engaging in any form of academic dishonesty on an exam or the final exam will be immediately terminated from the program. In addition, students must request permission from the proctor to leave the testing area and are only permitted to do so for a restroom break not exceeding 5 minutes. No items are allowed on the desk during testing, including water bottles.
- Students will be allowed to sit for the final examinations (written and practical) only upon the following conditions:
  - All assignments have been successfully completed.

- All exams have been passed with a cumulative average of 80%.
- All practical skill labs have been completed.
- Attendance is documented as satisfactory.

Students who successfully complete all aspects of the course will be recommended for certification. HealthPro EMT Training will issue one course completion certificate. **This is not an EMT certification**, but an acknowledgment of course completion.

## CLINICAL OBSERVATION

In order to successfully complete the EMT training and be eligible for certification, the student must complete a minimum of 24 hours of clinical observation with a contracted general acute care hospital, operational ambulance provider, and/or rescue vehicle provider. In addition students must have ten patient contacts during the cumulative 24 hours. Students may need to do several rotations to meet the patient contact requirement. Students must complete their clinical rotations and return their check off forms to the office no later than 14 days following the last day of class. Exceptions must be approved by the Program Director or Program Coordinator. Students must also attend a clinical orientation and meet the clinical requirements to be eligible for the ride-along component of the course.

- Completed shift evaluation forms signed and dated by both the crew and student for each clinical/field shift attended.

Completed Clinical Observation (Ride-Along) forms should be given to the Program Coordinator via e-mail or dropped off at the office during normal business hours. Be sure to retain a copy for your own records. **Do not mail forms.**

### UNIFORM REQUIREMENTS:

#### *EMT students must wear*

1. HealthPro issued shirt
2. Black EMS style slacks with black belt
3. Closed-toe, black work EMS style boots
4. Wristwatch with seconds
5. ID badge
6. Hair must be tied-up or cut-above the collar
7. Mustaches and beards must be neatly-trimmed

#### *The following is NOT permitted*

1. T-shirts
2. Cut-off pants
3. Opened-toe shoes or sandals
4. Clothing that is torn, in disrepair, or unlaundered
5. Jeans of any color
6. Excessive jewelry or hoop-type or dangling earrings (for your protection)

### Frequently Asked Questions Regarding Clinical Observation Hours

- a) Can I do more than one rotation?
- You must complete the minimum requirements for clinical observation hours as established by the program; however, you are welcome to do as many rotations as are available.
  - Availability beyond the minimum requirements will be at the discretion of the contracted hospital, ambulance and/or rescue provider that is providing the observation.
- b) What if I do not get 10 patient contacts within the 24 hour minimum?
- You will have to go on another clinical rotation.
  - No exceptions are possible; this is a state certification requirement.
- c) If I go on a rotation and reach my 10 total patient contacts do I have to stay for the whole shift?
- Yes, once you start a shift you have to stay for the duration.
  - On occasion, a shift will be longer due to the nature of the shift work.

# ETHICS AND STANDARD OF CONDUCT

Due to the high standards of the EMT Education Program and the EMS Profession, student conduct must reflect professionalism, integrity and responsibility at all times. The following section sets forth ethical standards, standards of conduct, and examples of misconduct subject to disciplinary action (including probation or termination from the Program).

## Ethical Standards

Students are expected to meet the following ethical standards while in the Program:

5. Students must conduct themselves in an ethical manner throughout the classroom and clinical phases of the Program. Failure to adhere to these standards may result in termination from the Program. Violation of these standards includes, but is not limited to, stealing, cheating, and breach of a patient's confidentiality (HIPAA).
6. EMTs are health care professionals regardless of whether or not they receive monetary compensation for their work. Thus, an EMT is bound by the highest standards of professional conduct and ethics. HealthPro EMT Training Program will not tolerate a breach of these standards by its students.

## Professional Behavior

The conduct of the EMT student reflects upon the individual, his or her agency, HealthPro EMS Training, and the EMS Profession. Therefore, the student must conduct him/herself in a professional and responsible manner at all times, as described below:

7. **Appearance.** Excellent personal grooming and a neat, clean appearance help instill confidence in patients treated by EMTs. Respond to the scene in neat, clean, and complete uniform or appropriate dress. This will help to effectively portray the positive image you want to communicate. Remember, you are on a medical team. Your appearance can send the message that you are competent and can be trusted to make the right decisions.
8. **Knowledge and skills.** To practice as an EMT, you need to successfully complete the basic training we are providing. In addition, you will also need to know:
  - a. How to use and maintain common emergency equipment, such as suction machines, spinal immobilization equipment, Automatic External Defibrillators, splints, OB kits, and various tools to gain access to the patient.
  - b. How and when to assist with the administration of medications approved by medical control.
  - c. How to clean, disinfect and sterilize non-disposable equipment.
  - d. Safety and security measures for yourself, your partner and other rescuers, as well as for the patient and bystanders.
  - e. The territory and terrain within the service area to allow expedient response to the scene and to the appropriate receiving facility.
  - f. State and local traffic laws and ordinances concerning emergency transportation of the sick and injured.
9. **Physical Demands.** Aptitudes required for work of this nature are good physical stamina, endurance, and body condition that would not be adversely affected by frequently having to walk, stand, lift, carry and balance at times in excess of 125 pounds. Motor coordination is necessary because of uneven terrain; the well-being of the patients, EMTs, and other workers must not be jeopardized. Prior to professional

employment, all EMT candidates must qualify for a Medical Examiner's Certificate by passing the physical examination specified by U.S. Department of Transportation standards. Because of this standard, this has also been established as a program requirement, which must be met prior to beginning clinical observation hours.

**10. Temperament and abilities.** In times of crisis, patients will look toward someone to re-establish order in a suddenly chaotic world. Chances are that someone will be you. It can bring out the best in you as well as cause you a great deal of stress. To be as effective as you can be as an EMT, you should have the following characteristics:

- a. ***A pleasant personality.*** As an EMT you will often be required to perform skills and procedures while speaking in a reassuring and calming voice to a patient who may be agitated, in shock or in a great deal of pain.
- b. ***Leadership ability.*** You must be able to assess a situation quickly, step forward to take control when appropriate, set action priorities, give clear and concise directions, be confident and persuasive enough to be obeyed, and carry through with what needs to be done.
- c. ***Good judgment.*** You must be able to make appropriate decisions quickly, often in unsafe or stressful situations involving human beings in crisis.
- d. ***Good moral character.*** While there are many legal constraints on the profession, you also have ethical obligations. You are in a position of public trust and that cannot be wholly defined by statute or case law alone.
- e. ***Stability and adaptability.*** Being an EMT can be quite stressful. Exhaustion, frustration, anger and grief are part of the package. You must be able to delay expressing your feelings until the emergency is over. Just as important, you must understand that intense emotional reactions are normal and that seeking support from coworkers, counselors, friends, and family are important aspects of keeping yourself mentally and physically fit.

## **Misconduct**

Students are subject to disciplinary action up to and including termination from the program for misconduct. Misconduct can be defined by, but not limited to, the following:

**11. Academic Dishonesty.** All forms of academic misconduct, including but not limited to cheating, fabrication, plagiarism, or facilitating academic dishonesty. For the purposes of this policy, the following definitions apply:

- **Cheating:** Cheating includes, but is not limited to: the use of unauthorized materials, including any information and/or study aids unless otherwise authorized; leaving the testing area without permission or for a prolonged period of time; helping another student commit an act of academic fraud or dishonesty; or the failure to observe the expressed procedures or instructions of an academic exercise (e.g., examination instructions regarding alternate seating or conversation during an examination).
- **Fabrication:** Fabrication includes, but is not limited to, falsification or invention of any information or citation in an academic exercise.
- **Plagiarism:** Plagiarism includes, but is not limited to, the use of another's words or ideas as if they were one's own; including but not limited to representing, either with the intent to deceive or by the omission of the true source, part of or an entire work produced by someone other than the student, obtained by purchase or otherwise, as the student's original work; or representing the identifiable but altered ideas, data, or writing of another person as if those ideas, data, or writing were the student's original work.
- **Other Forms of Dishonesty:** Other forms of dishonesty, including but not limited to fabricating information or knowingly furnishing false information or reporting a false emergency to the program or

to program officials.

- 12. Forgery:** Forgery, alteration, or misuse of any Program document, record, key, electronic device, or identification. This policy applies to any individual for whom the Program maintains records, regardless of current student status.
- 13. Theft:** Theft of, conversion of, misappropriation of, or damage to or destruction of any property of HealthPro EMT Training or property of others while on HealthPro premises or at official HealthPro functions; or possession of any stolen property while on HealthPro premises, or at official HealthPro functions.
- 14. Unauthorized Conduct:** Unauthorized possession of, receipt of, duplication of, or use of the HealthPro name, insignia, or seal. Unauthorized entry to, possession of, receipt of, or use of any HealthPro properties, equipment, resources, or services. Selling or distributing course lecture notes, handouts, readers, or other information provided by an instructor, or using them for any commercial purpose, without the express permission of the instructor.
- 15. Physical Abuse:** Physical abuse, including but not limited to: rape, sexual assault, sex offenses, and other physical assault; threats of violence; or conduct that threatens the health or safety of any person.
- 16. "Fighting Words:"** The use of "fighting words" by students to harass any person(s) on HealthPro property, on other property to which these policies apply, or in connection with official HealthPro functions or HealthPro-sponsored programs. "Fighting words" are those personally abusive epithets which, when directly addressed to any ordinary person are, in the context used and as a matter of common knowledge, inherently likely to provoke a violent reaction whether or not they actually do so. Such words include, but are not limited to, those terms widely recognized to be derogatory references to race, ethnicity, religion, sex, sexual orientation, disability, and other personal characteristics. "Fighting words" constitute "harassment" when the circumstances of their utterance create a hostile and intimidating environment which the student uttering them should reasonably know will interfere with the victim's ability to pursue effectively his or her education or otherwise to participate fully in Program programs and activities. The use of foul language will not be permitted at any time.
- 17. Hazing:** Hazing or any method of initiation or pre-initiation activity which causes, or is likely to cause, bodily danger, physical harm, or personal degradation or disgrace resulting in physical or mental harm to any student or other person.
- 18. Obstruction or Disruption:** Obstruction or disruption of teaching, research, administration, disciplinary procedures, or other Program activities.
- 19. Alcohol & tobacco:** This is an alcohol and tobacco free zone. This includes E-Cigarettes, chewing tobacco, and nicotine gum but does not include nicotine patches.
- 20. Disorderly Conduct:** Disorderly or lewd conduct.
- 21. Failure to Comply:** Failure to identify oneself to, or comply with directions of, a HealthPro official or other public official acting in the performance of their duties while on HealthPro property or at official HealthPro functions, or resisting or obstructing such HealthPro or other public officials in the performance of or the attempt to perform their duties.
- 22. Destructive Devices:** Possession, use, storage, or manufacture of explosives, firebombs, or other destructive devices
  - **Weapons:** Students with special permits to carry weapons must receive clearance from HealthPro prior to bringing that weapon into any course-sponsored settings.
- 1. Program Properties:** Using Program properties for the purpose of organizing or carrying out unlawful activity.
- 2. Violations of Law:** Violation of Federal, State, or local laws.

**NOTE:** *Students subjected to disciplinary action for misconduct may appeal the sanction as provided in the appeal policy set forth in this manual.*

## **Classroom Decorum**

The following regulations concern classroom decorum:

1. No open toed shoes are allowed in the classroom or practical skills labs.
2. Students should wear clothing that is both professional and practical. All dress should be appropriate for the practical lab setting. This includes properly fitting clothing that provides a full range of body movement without exposing the chest, torso, or buttocks or requiring frequent and/or untimely adjustments. (Closed toed shoes, dark pants/slacks and a plain t-shirt, button-down or polo are acceptable. We recommend bringing a light sweater/jacket, as our classrooms can be a little cooler than some prefer)
3. Minimal jewelry worn in the practical labs. Jewelry that may pose a significant risk of snagging or otherwise endangering the wearer or others should not be worn during skills practice. This would include but is not limited to hooped earrings or ear love hoops greater than  $\frac{1}{2}$  of an inch in diameter or anything dangling around your neck that may cause a strangling risk.
4. No hats are allowed to be worn during class instruction or during skills labs.
5. All personal electronic devices (pagers, cellular phones, PDAs, etc.) need to be turned to silent alert mode or turned off during class.
6. Internet access is not allowed during instructional periods. Access is permissible during breaks.
7. All electronic devices must be powered off and stored during exams and exam review sessions. Nothing will be allowed on the desks.
8. Regularly scheduled breaks will be given throughout the class period. These breaks should be used for returning texts or phone calls, using the restrooms, obtaining snacks or beverages, or smoking. Disrupting the class for any reason other than an emergency will not be tolerated.
9. If students decide to stay during the lunch hour, all food and drink items must be eaten in the classroom or to the outside table area.
10. Smoking is not permitted in the building or near its entrances. Smoking is only permitted in assigned areas and proper disposal of cigarette butts should occur.
11. Students are not permitted to use facility equipment, including phones, fax machines, computers, or copiers. Students should not enter any faculty office or area without faculty permission.
12. While on breaks, students should respect other students, faculty, and staff. Bear in mind that the facility is used for many other classes and activities.
13. Students should respect the physical property of the facility. At the end of all sessions, all student areas should be neat and clean; desks and equipment must be wiped down with the provided disinfectant. Please notify the faculty or staff with any facility issues so that timely maintenance or repair can occur.
14. After all breaks, students should return to the classroom or skills groups in a timely fashion.
15. Do not prop open, and leave unattended, outside doors.
16. Classrooms and equipment are to be put back in their original configuration after skills as directed by the Skills Coordinator or Instructor.
17. Bicycles and other similar devices are not permitted in the classroom or building.

18. Students must wear their nametags at all times.
19. No gum is allowed to be chewed in class at any time.
20. All information such as grades, attendance, etc. will only be discussed with the student unless a FERPA Consent Form was received for a specific family member to obtain this information. However, information can be discussed with the parent / guardian if the student is under 18 years of age.

## **DICIPLINARY ACTION**

Students may be placed on Academic or Disciplinary Probation at the discretion of the program. In the event that a student is placed on probation, the student will be notified in writing. A student who fails to comply with the terms of probation will be terminated from the program.

### **Academic Probation**

A student on academic probation may be required to complete additional assignments or tasks, as assigned by the instructor. Grounds for academic probation include, but are not limited to:

- a) Failure of two or more quizzes or exams
- b) Failure to maintain an overall average of 80% on exams
- c) Failure of four or more practical skills stations

### **Disciplinary Probation**

Grounds for disciplinary probation include, but are not limited to:

- d) Failure to comply with the standards of ethics, professional behavior and conduct set forth in this Manual
- e) Failure to comply with the attendance policy
- f) Failure to comply with the dress codes during the clinical phase of training
- g) Failure to comply with the rules of classroom, clinical site or field station decorum
- h) Failure to comply with the exposure control policy
- i) Failure to meet the documentation requirements of course requisites prior to start of clinical rotations

### **Termination from the Program**

A student may be terminated from the program for not satisfying the academic or disciplinary policies and rules outlined in the Course Policy Manual, with or without being placed on probation, as follows:

### **Academic Grounds**

- j) Failure to meet academic standards as outlined in the grading policy
- k) Continued academic failures after being placed on academic probation
1. Failure to meet all conditions of a remediation program
2. Failure to meet course requirements during any phase of the Program

### **Disciplinary Grounds**

1. Substantial or repeated violation of the standards of ethics, professional behavior and conduct set forth



in this manual

2. Repeated absences, tardiness or early departure as outlined in the Attendance Policy
3. Repeated or substantial failure to comply with the rules of classroom, clinical site or field station decorum
4. Continued administrative violations after being placed on administrative probation
5. Repeated or substantial failure to comply with the exposure control policy
6. Failure to meet the documentation requirements of course requisites prior to start of clinical rotations

Upon termination, the student be notified in writing of the reasons for the termination. This documentation will also be placed in the student's file. The Program Director may require an exit interview at the time of termination.

## **Appeal of Disciplinary Termination**

If a student is terminated on disciplinary grounds, he or she may file a written appeal. The appeal must be filed within (10) ten days of the effective date of the termination. It must include an explanation of the circumstances of the termination, and specific and detailed reasons why the student believes the termination was unjustified. The student may also submit any relevant witness statements. An appeal lacking this information will be summarily denied without further action.

Program Faculty will review the appeal and take any action reasonably necessary to reach a decision, including interviewing the student and any relevant witnesses. A decision will be reached on the appeal within 45 days of the date it is filed. The decision will be final and binding.

# Grievance Procedure

If you feel that your rights have been violated:

1. **Informal Process:**
  - Notify instructor and or Administrative Faculty
  - If unresolved, file a formal complaint
2. **Formal Process:**
  - Send a written complaint to the Chief Academic Officer, Steve Wells.
  - If unresolved, Formal Process continues
3. **Investigation/Decision:**
  - HPEMT will investigate grievance & respond within 2 weeks of receiving formal complaint
  - If Unresolved, file appeal within 5 days of decision
4. **Appeal to Board:**
  - Send a written appeal to HPEMT Board through the Program Director, a decision will be given to the student within 30 days of receiving the written complaint
  - If unresolved, send a written complaint to the BPPE
  - Appeal to the Bureau of Private Postsecondary Education
  - Final disposition

“Any student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888)370-7589 or by completing a complaint form, which can be obtained on the Bureau’s internet website [www.bppe.ca.gov](http://www.bppe.ca.gov).”

## Condition for Re-Enrollment

Re-enrollment or re-entrance will be approved only after evidence is shown to the satisfaction of the program’s faculty that the conditions that caused the student’s probation and/or termination have been rectified. A student is not guaranteed re-enrollment into his/her original enrollment program, but if re-enrollment is granted, he/she may have to enroll in the next available program.

## Voluntary Withdrawal

- A student wishing to voluntarily withdraw from the program must discuss his/her decision with the Principal Instructor or the Program Director in the form of an exit interview.
- All requests for withdrawal must be made in writing and signed with an original signature.

# EXPOSURE CONTROL POLICY

Students are at risk of exposure to infectious disease during the program because they may:

- Have direct physical contact with patients
- Work with blood (i.e. venipuncture) and other body fluids
- Potentially have any contact with blood or other bodily fluids

## **UNIVERSAL OR STANDARD PRECAUTIONS**

Universal or standard precautions must be taken when in contact with patients and where there is a potential for contact with body fluids. Appropriate barrier precautions must be used to prevent skin and mucus membrane exposure to blood and other body fluids.

1. Gloves must be worn for:
  - Touching blood and/or body fluids, mucus membranes or non-intact skin of all patients;
  - Protection of cuts or open lesions on the hands (of health the care provider);
  - Gloves must be changed when soiled, torn, or punctured and after contact with each patient.
2. Protective eyewear and face masks must be worn during tasks that are likely to generate droplets of blood, saliva, sputum or other body fluids.
3. Protective barriers must be used to minimize the need for emergency mouth-to-mouth resuscitation, such as pocket masks or BVM.
4. Puncture-resistant sharps containers must be used to dispose of needles and other disposable sharp implements.

## **CLEAN UP OF BLOOD OR OTHER BODY FLUID SPILL**

Prior to initiating clean-up of any bodily fluids or other potentially hazardous substance, students must report the incident to an instructor during class or practical skills lab or to their direct supervisor during clinical/ride-along sessions. Any potentially hazardous exposure where such a substance enters the body must be immediately reported to the Administrator on call (see "Evaluation of Exposure Occurrences and Follow-up" section on Page 22 of this manual.

- At minimum, gloves must be worn.
- Wipe up any spill with a clean, dry absorbent material, and then discard in biohazard container.
- Vigorously wipe contaminated surface with 10% alcohol, a 1:1000 hypochlorite [bleach] solution, or an equivalent disinfectant, for a minimum of 30 seconds.
- Solutions for cleaning must be mixed fresh on a daily basis, following manufacturer's instructions or by mixing 1/4 cup bleach with a gallon of water.

## **SAFE WORK PRACTICES**

Students must use safe work practices designed to minimize the chance of exposure to blood borne diseases:

- Students who have, or recently have had, any type of infectious disease should refrain from participatory skills until they are considered well. Examples of diseases include, but not limited to:
  - Open cuts, weeping skin lesions, or sores on face, mouth, or hands
  - Respiratory infection
  - Flu-like symptoms, cough, sore throat, fever
  - Active, acute hepatitis
  - Mononucleosis
  - Tuberculosis
  - Active infections, i.e. herpes, shingles, fungi, conjunctivitis
- Hands and other skin surfaces (as applicable) must be washed:
  - Before and after direct patient contact.
  - After removal of gloves.
  - After any accidental contamination with blood or other body fluids.
- Students must wear appropriate personal protective equipment according to guidelines set forth by HealthPro EMT Training, the individual hospital clinical site, ambulance company or the Fire/EMS agency.
- Procedures must be performed in such a manner as to decrease the chance of splashing or spraying of blood or other body fluids.
- Reusable instruments contaminated by blood or other body fluids (such as Stethoscopes) must be placed in designated containers containing disinfectant, for a minimum of 10 minutes.

## **EVALUATION OF EXPOSURE OCCURRENCES AND FOLLOW-UP**

### **POLICY**

It is the student's responsibility to follow safe work practices and infection control guidelines.

- Should a student be exposed, he or she must report it immediately to the Principle Instructor, or other pre-designated personnel.
- Appropriate medical evaluation and testing will be done according to current Centers for Disease Control Guidelines, current medical standard of care for infectious disease exposure, or hospital policy.

### **PROCEDURE**

An Exposure/Injury Report must be written by the exposed student.

- This report should document the route of exposure, the circumstances of exposure, and, if known, the HBV and HIV status of the patient.
- This report must be given to the Program Director or designee within 24 hours or as soon as possible after the occurrence.

## **LIABILITY**

Students of the EMT program are covered by the HealthPro EMT Training general and professional liability policy to the extent that the student is acting in the course and scope of his or her education or training. Additional coverage, and uninsurable events including gross negligence, is the responsibility of the student. The student can purchase private supplemental insurance at his/her own cost.

# HealthPro EMT Training Exposure / Injury Report Form

Student Name: \_\_\_\_\_ Date Incident Occurred: \_\_\_\_\_

Clinical Site or Ambulance Company Address: \_\_\_\_\_

\_\_\_\_\_

Clinical Site/Ambulance Company Telephone #: \_\_\_\_\_

---

Incident occurred under the supervision of: \_\_\_\_\_

Source of exposure or injury: \_\_\_\_\_

Activity being performed: \_\_\_\_\_

Briefly describe what occurred\*: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\*Be sure to include witness names and contact information. Continue statement on attachment, if necessary.

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**Blood exposures only:** Sent for follow-up testing/counseling? Yes  No

**Injury only:** Sent to ER/private physician for treatment? Yes  No

Location of follow-up: \_\_\_\_\_

If excused from clinical/field rotation(s), date authorized to return: \_\_\_\_\_

***Attach a copy of the exposure or injury form from the clinical or field site***

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What might be done to prevent similar incidents from occurring in the future? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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Student Signature and Date

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Program Director Signature and Date

# VERIFICATION FOR NREMT AND ISSUANCE OF COMPLETION CERTIFICATES

Students completing the course and submitting all required paperwork on or before the last day of the course will have their course completion verified for the NREMT and Certificates of Completion issued within one week. NREMT Verifications are normally done once a week. If a delay occurs in your verification, it is your responsibility to follow-up with HealthPro in order to ensure all course requirements have been met, including the clinical component.

## Initial Certification and Background Investigation

After a student successfully completes our EMT program, the student receives an EMT Course Completion Certificate. In order to become certified as a professional EMT, applicants will be required to:

- successfully complete a certified EMT training course *within two years of application for professional EMT certification*,
- successfully complete the final practical exam within 12 months of the last day of class,
- pass the National Registry of EMTs computer adaptive test within 12 months of the last day of class (**it is STRONGLY recommended to complete this exam within 60 days of course completion**),
- undergo and pass a background investigation, and
- meet all requirement as set forth by the local certifying agency for California.

Students will need to complete the online application for the National Registry certifying exam. This may be done **upon successful course completion** by going to [www.nremt.org](http://www.nremt.org). Upon passing this examination, a National Registry certification card will be issued, qualifying the graduate for State of California certification. The instructions for this certifying process will be included with the Course Completion Certificate. **Students must be certified by the State of California to work as an EMT in California. National Registry certification alone does not allow you to work in the State of California.**

The certifying process for EMTs in the State of California is completed through the local certifying agency. Our Local Emergency Medical Services Agency (LEMSA) is the Riverside County Emergency Medical Services Agency. Applications and instructions for certification in Riverside County will be distributed in class and are available for download at: [http://www.rivcoems.org/downloads/downloads\\_EMT\\_MainNav/EMT\\_Explanation.pdf](http://www.rivcoems.org/downloads/downloads_EMT_MainNav/EMT_Explanation.pdf)

Applicants will be required to describe on their application for certification any misdemeanor or felony convictions over one's lifetime (including juvenile, expunged or sealed violations). Failure to disclose the required information may result in refusal of certification due to falsification. Conviction of a crime does not automatically mean an applicant is ineligible for certification.

## **Recertification**

Certification as an EMT is valid for two years throughout the State of California. Each certification card will indicate an expiration date. It is the responsibility of the “practicing” EMT to recertify before this two-year period has ended.

In order to recertify, students must successfully complete a prescribed Refresher Course or obtain 24 hours of approved continuing education (CE) for the EMT. In addition to completing a refresher course every two years or meeting the continuing education requirements, EMTs must take the standardized State of California skills exam every two years.

Should the EMT fail to recertify before the expiration date, a two-year grace period is extended for recertification, with additional requirements based upon the length of lapse. During this two- year period, an EMT may **NOT** work as an EMT until the recertification process is completed. Should the two years lapse without successful recertification, the EMT must take the entire primary training program again. Any questions regarding certification should be directed to REMSA at (951)358-5029.

## **Copies of Course Completion**

The original copy of your course completion certificate is provided without cost. Persons requesting duplicates will be charged \$15.00 per copy. Make sure that your current mailing address is on file. Certificates mailed to previous addresses may not be forwarded.



## FREQUENTLY ASKED QUESTIONS REGARDING CRIMINAL BACKGROUND

- Which criminal offenses **WILL** exclude an applicant from being eligible for EMT Certification?
  - Has been convicted of any sexually related offense specified under Section 290 of the Penal Code
  - Has been convicted of murder, attempted murder, or murder for hire
  - Has been convicted of two (2) or more felonies
  - Is on parole or probation for any felony
  - Has been convicted and released from incarceration for offenses during the preceding fifteen (15) years for the crime of manslaughter or involuntary manslaughter
  - Has been convicted and released from incarceration during the preceding ten (10) years for any offense punishable as a felony
  - Has been convicted of two (2) or more misdemeanors within the preceding five (5) years for any offense relating to the use, sales, possession, or transportation of narcotics or addictive or dangerous drugs.
  - Has been convicted of two (2) or more misdemeanors within the preceding five (5) years for any offense relating to force, threat, violence, or intimidation
  - Has been convicted within the preceding five (5) years of any theft related misdemeanor
- Which criminal offenses **MAY** exclude an applicant from being eligible for EMT Certification?
  - Has committed any act involving fraud, intentional dishonesty for personal gain within the preceding seven (7) years
  - Is required to register pursuant to Section 11590 (Controlled Substance Offender) of the Health and Safety Code
  - Conviction of one (1) misdemeanor within the last five (5) years for a related offense listed within the Health and Safety Code, Section 1798.200

### **Health and Safety Code Violations 1798.200**

Any of the following actions shall be considered evidence of a threat to public health and safety and **may result in denial, suspension, or revocation of a certificate or license, or in the placement on probation of a certificate or license holder under this division:**

- Fraud in the procurement of any certificate or license.
- Gross negligence.
- Repeated negligent acts.
- Incompetence.
- The commission of any fraudulent, dishonest, or corrupt act that is substantially related to the qualifications, functions, and duties of prehospital personnel.
- Conviction of any crime that is substantially related to the qualifications, functions, and duties of prehospital personnel. The record of conviction or a certified copy of the record of conviction shall be considered conclusive evidence of the conviction.
- Violating or attempting to violate, directly or indirectly, or assisting in or abetting the violation of, or conspiring to violate, any provision of this division or the regulations adopted by the authority pertaining to prehospital personnel.

- Violating or attempting to violate any federal or state statute or regulation that regulates narcotics, dangerous drugs, or controlled substances.
- Addiction to, the excessive use of, or the misuse of, alcoholic beverages, narcotics, dangerous drugs, or controlled substances.
- Functioning outside the supervision of medical control in the field care system operating at the local level, except as authorized by any other license or certification.
- Demonstration of irrational behavior or occurrence of a physical disability to the extent that a reasonable and prudent person would have reasonable cause to believe that the ability to perform the duties normally expected may be impaired
- Unprofessional conduct exhibited by any of the followings:
  - Mistreatment or physical abuse of any patient resulting from excess force in excess of what a reasonable and prudent person trained in a similar capacity would use
  - Failure to maintain confidentiality
  - The commission of any sexually related offense under Section 290 PC

**Questions related to this process should be directed to the Riverside County Emergency Medical Agency (REMSA) at (951) 358-5029. Additional background screening measures may be taken by individual employers as well.**

## FREQUENTLY ASKED QUESTIONS REGARDING THE EMT PROGRAM

- 1. How much studying do I need to do?** The amount of studying required will depend completely upon the individual. Those who have some medical knowledge or background may grasp material easier than those who do not. The most common hindrance is terminology. Anywhere from 1 to 4 hours per lecture session may be needed.
- 2. When will my phone call or email be answered?** All student correspondence is important to us. We will make every effort possible to answer your email or phone message within 24 hours of receiving them, Monday through Friday, not including holidays.
- 3. How much time do I have to complete my ride-along?** Time will be allotted throughout the course to complete the required clinical observation. If you do not meet the requirements before the last day of class, you may request an extension. Students requesting an extension must do so in writing to the Principal Instructor and / or Program Director. *Extensions may be granted only under exceptional circumstances.*
- 4. When can I get my HealthPro course completion certificate?** After you complete the course, including submission of your clinical or ride along, we will begin processing your HealthPro EMT Course Completion Certificate. (See section: **Verification of NREMT and Issuance of Certificates of Completion** for further details.) You must submit a copy of your Course Completion for certification in the State of California.
- 5. When can I take the certifying test?** You may schedule the certifying examination **after** you have successfully completed our program. You may apply for certification testing by completing the online application at [www.nremt.org](http://www.nremt.org). This application will be verified within one week, if all course completion requirements are met. If you are pursuing certification through the NREMT, it is highly suggested to take the National Registry exam within 60 days of your course completion.
- 6. Can I certify out of Riverside County?** With a HealthPro EMT course completion certificate in hand, a student may attempt to attain State certification anywhere in California, through a local certifying agency, normally the county Department of Health Services.
- 7. Is my county certification good throughout California?** Yes. Individual counties are only allowed to request an additional background investigation above and beyond the one conducted upon initial certification. You may be required to complete additional trainings (i.e. - OC Extended Scope of Practice). This practice will vary from county to county.
- 8. Is my certification good in other states?** EMTs must be certified within the state that they take the initial EMT course. Upon becoming California State certified, an EMT may apply for certification in another state. Approximately half of all states are under the National Registry of EMT. These states require that an EMT is nationally registered upon entering the state. A student may request information regarding National Registry certification by calling the National Registry at (614) 888-4484 or visiting [www.nremt.org](http://www.nremt.org).

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833 or P.O. Box 980818, West Sacramento, CA 95798-0818, [www.bppe.ca.gov](http://www.bppe.ca.gov), (888)370-7589 or by fax (916)263-1897.

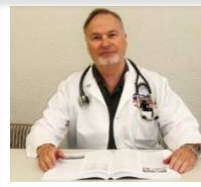


## MEET THE HEALTHPRO EMS TEAM



**JOAN BATTERSBY, RN MSN**  
President, CEO  
Assistant/Skills Instructor

Joan has a Master's Degree in Nursing, specializing in Education. She has over 25 years of nursing and teaching experience.



**GERALD BATTERSBY, MD**  
Medical Director  
Assistant/Skills Instructor

Dr. Battersby is a Board Certified Internist and Oncologist. He has over 40 years' experience in medicine and professional teaching.



**ROS BROWN, RN MICN**  
Program Director, COO  
Principal Instructor

Ros began his career in 1996 as an EMT and is now a Registered Nurse specializing in management and care of the trauma patient. Ros has various trainings as an EMS educator, and is an NAEMSE Level 1 certified instructor.



**MATTHEW CHELETTE, MSE, EMT-P**  
Vice-President, Program Director,  
Riverside, Principal Instructor

Matthew has over 20 years' experience in EMS, working both in management and as a firefighter and paramedic. He is the co-owner of HealthPro EMS Training, Inc. and is the Director and main instructor of the Riverside campus. He holds an MSE and is an elementary school teacher.



***Tracy Chelette, Secretary of the Board, Office Manager, Riverside***

Tracy has been an elementary school teacher for 16 years. She has earned her BA, a California Teaching Credential, and a Master's Degree in Education from California Baptist University. She also holds an Administrative Credential from APU.



**ERICA FRANKO, EMT**  
Office Manager  
Assistant/Skills Instructor

Erica is an EMT and Medic in the US Army Reserves with over 6 years' experience. Over the last several years, Erica has worked in training/education management and has a strong passion in providing quality training and guidance.

# POLICY CERTIFICATION

I \_\_\_\_\_ have read and understand the expectations and requirements to participate in the HealthPro EMT Training Program and the EMT Program Course Policies. I understand that failure to meet the requirements as described within may result in my termination from the Program. I also agree to conduct myself as a professional and in a manner consistent with the Ethics and Standard of Conduct Policy outlined in this catalog.

Student Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Course ID: \_\_\_\_\_